

**ENTERPRISE-WIDE OBJECT MODEL
FOR LIFE INSURANCE INDUSTRY**

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School in partial fulfillment of the
requirements for the degree of Masters
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by

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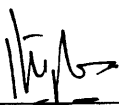
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ABSTRACT (BAHASA MALAYSIA)

Projek ini bertujuan untuk mendefinisikan dua proses perniagaan yang utama dalam industri insurans nyawa, iaitu pemprosesan permohonan baru dan pemprosesan tuntutan pampasan demi mendefinisikan satu model objek perusahaan untuk industri ini. Model objek perusahaan ini akan dijadikan sebagai satu model rujukan kepada industri ini. Pembangunan model rujukan ini adalah penting untuk menjimatkan masa dan penggunaan sumber-sumber dalam pembangunan satu sistem maklumat insurans nyawa yang bersepadu. Model objek perusahaan ini telah dibangunkan dengan menggunakan *Unified Modeling Language (UML)*. Di samping itu, satu sistem prototaip juga telah dibangunkan dalam projek ini demi melaksanakan model ini. Sistem prototaip ini merupakan satu sistem pangkalan data relasional yang berasaskan web. Akhirnya, projek ini membincangkan beberapa kekangan yang dihadapi semasa pembangunan projek ini dan beberapa cadangan untuk menangani kekangan-kekangan ini demi pembangunan projek pada masa depan.

ABSTRACT (ENGLISH)

The purpose of this project is to define two core life insurance business processes of the life insurance industry, namely, new applications processing and claims processing and to define an enterprise-wide object for the industry. This enterprise-wide object model is defined to act as a reference model for the industry. Development of the reference model is important for a developer to save time and resources in developing an integrated life insurance information system. This enterprise-wide object model has been developed using Unified Modeling Language (UML). Besides that, a prototype system has also been developed using this enterprise-wide object model. The prototype system is a web-based relational database. Finally, this project discusses some limitations that were discovered during the development of this project and some recommendations to overcome the limitations for the future development of this project.

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Chapter 1

INTRODUCTION

This project is initiated upon the request of course TZ6996 as one of the graduation requirements of MSc (IT). The purpose of this project is to define two core life insurance business processes of life insurance industry, namely, new applications processing and claims processing and to define an enterprise-wide object model using Unified Modeling language (UML). A prototype system has also been constructed. This enterprise-wide object model is defined to act as a reference model for the life insurance information processing.

This chapter gives an overview of life insurance industry, two core life insurance business processes and a brief explanation about enterprise-wide object model. The problem statement, objectives, project scope, hardware and software requirements of this project are discussed.

1.1 Life Insurance Industry

According to Lee Hock Lock (1997), the life insurance industry constitutes one of the major components of the insurance industry in many countries. Life insurance companies perform two basic financial functions. The most primary is the provision of protection to the insured or his/her dependants against the major perils of life, the consequences of which may threaten their financial

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